

## Message Text

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61

ACTION EUR-12

INFO OCT-01 ISO-00 SCA-01 SY-05 PER-03 A-01 INSE-00 FBOE-00

MMO-04 OC-06 CCO-00 USIA-15 EB-07 COME-00 /055 W

----- 091646

R 111935Z AUG 76

FM AMCONSUL TORONTO

TO SECSTATE WASHDC 3967

AMCONSUL VANCOUVER

UNCLAS TORONTO 1196

E.O. 11652: N/A

TAGS: AFSP, ASEC, CVIS, OGEN

SUBJECT: REORGANIZATION OF THE TORONTO CONSULATE GENERAL, A STATUS  
REPORT

TORONTO 1196 TRANSMITTED EMBASSY OTTAWA AUGUST 10 BEING  
REPEATED FOR YOUR INFORMATION:

FOR AMBASSADOR ENDERS

1. SUMMARY, BEARING IN MIND THE PRIORITIES YOU SET FOR ME JULY 17, I HAVE SPENT MY FIRST TWO WEEKS HERE SURVEYING THE SITUATION AND FORMULATING PLANS TO EFFECT NECESSARY IMPROVEMENTS. MUCH NEEDS TO BE DONE OVER THE LONG HAUL BUT THE MOST URGENT SHORT RANGE REQUIREMENTS ARE TO UPGRADE CONSULAR AND OTHER SERVICES FOR THE PUBLIC AND IMPROVE OUR PHYSICAL SECURITY. THEREFORE, WE MUST BEGIN IMMEDIATELY TO ATTACK THE PROBLEM IN THREE WAYS I.E. CHANGE OUR PHYSICAL LAYOUT, IMPROVE OUR VARIOUS PAPER AND PEOPLE PROCESSING SYSTEMS AND PRESS FOR ESSENTIAL PERSONNEL INCREASES OF ONE AMERICAN AND THREE LOCAL EMPLOYEES OVER OUR PRESENT STAFFING.

2. BACKGROUND. OUR PUBLIC IMAGE IS THAT OF UNCONTROLLABLE LINES OF NON-IMMIGRANT VISA APPLICANTS STRETCHING IN FRONT OF THE ONLY PUBLIC ENTRANCE TO THE BUILDING MAKING PASSAGE DIFFICULT FOR CASUAL PASSERSBY TO NAVIGATE THE SIDEWALKS WITHOUT BEING FORCED INTO THE STREET. NON VISA SEEKERS HAVE DIFFICULTY

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ENTERING THE BUILDING EXCEPT BY FORCEABLE SHOULDERING VISA

APPLICANTS ASIDE WITH ALL OF THE UNPLEASANTNESS THAT ENTAILS.

A. VISA SEEKERS OUTSIDE THE CONGEN CONSUME FOOD AND DRINK THERE AND THE SIDEWALK AND FRONT AREA ARE LITTERED WITH CIGARETTE BUTTS, GOOD TRASH AND SPITTLE. THIS SITUATION HAS ATTRACTED THE ATTENTION OF THE MEDIA AND OTHERS AND WE CAN RIGHTFULLY BE ACCUSED OF FOULING OUR FRONT WALKWAY IN THIS MOST PRESTIGIOUS PART OF UNIVERSITY AVENUE WHICH IS DIRECTLY ACROSS FROM THE COURTS, THE CITY HALL AND NEAR LARGE BUSINESS ESTABLISHMENTS.

B. FOR THE MOST OF EACH WORKING DAY DURING THE SUMMER THE SITUATION INSIDE THE BUILDING ON THE FIRST FLOOR IS IN THE BEDLAM TRADITION. THE GROUND FLOOR ENTRANCE WAY, CORRIDOR AND NIV WAITING SPACE IS PACKED WITH HUMANITY THAT OFTEN BLOCKS ACCESS TO THE ONLY STARWELL AND ELEVATOR IN THE BUILDING. AMERICANS WANTING CERTAIN CONSULAR SERVICE MUST MIX WITH THE VISA CROWD TO GAIN ENTRANCE TO THE BUILDING AND THEY BECOME SORTED OUT LATER AT A COMMON RECEPTION DESK. VISITORS WHO HAVE BUSINESS WITH ME, ECON/COMMERCIAL, USIS AND SO ON MUST GO THROUGH THE SAME PROCESS. WHEN WE KNOW IN ADVANCE OF A NON-CONSULAR VISITOR WE MUST CAREFULLY EXPLAIN TO HIM BY PHONE A DETAILED STRATEGY OF HOW TO GAIN ENTRANCE TO AVOID EMBARRASSMENT. THIS CONFUSION COULD EASILY MASK AN ACT OF TERRORISM WHICH IS ALMOST GUARANTEED SUCCESS UNDER PRESENT CONDITIONS. BEYOND THAT THE PRESENT SPACE ARRANGEMENT IS A SECURITY THREAT IN OTHER WAYS ALREADY KNOWN TO THE RSO.

3. PHYSICAL LAYOUT PLANS. THIS BUILDING IS NO LONGER ABLE TO MEET THE CURRENT VOLUME OF STATUTORY SERVICES AND IS UNABLE TO SATISFY SECURITY IMPERATIVES. THE IDEAL SOLUTION IS TO TEAR IT DOWN AND BUILD ANOTHER. SINCE PRACTICAL REALITIES PRECLUDE THAT WE HAVE TO REARRANGE THE PRESENT BUILDING TO MAXIMIZE ITS POSSIBILITIES. WE ARE DEVELOPING A REALISTIC PLAN TO DISCUSS WITH RSO CLEMONS AND A LOCAL CONTRACTOR ON AUGUST 11TH SO THAT WE CAN PRESENT A BALL PARK FIGURE FOR THE EMBASSY TO CARRY OUT OUR PLAN. IT IS URGENT THAT WE BEGIN WHATEVER PHYSICAL IMPROVEMENT WE INTEND TO MAKE VERY EARLY THIS FALL SO THAT EVERYTHING IS COMPLETED, IN PLACE AND TESTED BEFORE MARCH WHEN THE BEDLAM BEGINS AGAIN. ALSO, THE NEW MINI COMPUTER FOR VISA AUTOMATION (THE ANVIS PROJECT) IS SCHEDULED

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FOR DELIVERY, INSTALLATION AND TESTING IN TORONTO DURING MARCH. IF A REORGANIZATION WERE NOT NEEDED FOR THE REASONS ALREADY SPECIFIED, ANVIS ITSELF WOULD REQUIRE SPACE REARRANGEMENT IN THE NIV SECTION TO ACCOMMODATE IT. ANVIS IS A JOINT SCO/ISO/EUR/INS PROJECT WHICH HAS SERVICE-WIDE CONSULAR IMPLICATIONS THAT WILL DIRECTLY INVOLVE IMMIGRATION AND NATURALIZATION SERVICE (INS) OPERATIONS AT U.S. PORTS OF ENTRY AND IN THE DETECTION OF POTENTIALLY ILLEGAL ALIENS. IT IS

VITALLY IMPORTANT THAT IT BE TESTED HERE UNDER THE BEST POSSIBLE CONDITIONS SO IT CAN RECEIVE A FAIR TRIAL AND OBJECTIVE EVALUATION.

4. PROCESSING SYSTEMS. WE ARE REEXAMINING ALL OF OUR CONSULAR PROCESSES TO IMPROVE WHERE POSSIBLE THEIR QUALITY, INTEGRITY, EFFICIENCY AND EFFECTIVENESS. WE HAVE ALREADY MADE SOME MINOR ADJUSTMENTS BUT MAJOR IMPROVEMENTS ARE INEXTRICABLY LINKED WITH PHYSICAL LAYOUT IMPROVEMENTS.

5. PERSONNEL. OUR MINIMAL REQUIREMENTS ARE FOR AN INCREASE OF ONE ADDITIONAL OFFICER AND TWO LOCAL POSITIONS ON THE PROGRAM SIDE AND ONE ADDITIONAL LOCAL EMPLOYEE ON THE SHARED SIDE.

A. THE OFFICER POSITION WILL BE SHARED BETWEEN THE CITIZENSHIP/PASSPORT AND NIV SECTIONS TO HANDLE THE INCREASED WORKLOAD CONFIRMED BY CURRENT STATISTICS THAT IS PROJECTED TO INCREASE SIGNIFICANTLY OVER THE NEW YEAR AND BEYOND. THE CITIZENSHIP SECTION ALSO NEEDS AN ADDITIONAL LOCAL EMPLOYEE FOR THAT SAME REASON. THOSE TWO PROGRAM ADDITIONS WOULD ENABLE US TO EXTEND TO UNITED STATES CITIZENS MUCH NEEDED IMPROVEMENT IN SERVICES.

B. WE ALSO NEED AN ADDITIONAL PROGRAM LOCAL EMPLOYEE IN THE NIV SECTION TO HELP CONTROL THE PUBLIC ENTERING FROM A NEW DOOR ON THE SOUTH SIDE OF THE BUILDING THAT WE EXPECT TO DEDICATE TO NIV APPLICANTS THAT WILL RELIEVE PRESSURE FROM THE MAIN UNIVERSITY AVENUE ENTRANCE.

C. WE ALSO NEED A SHARED LOCAL POSITION TO PROVIDE SUPPORT TO THE UNCLASSIFIED MAILROOM AND THE PROCESSING AND DISTRIBUTION OF AN INCREASINGLY HEAVY VOLUME OF INCOMING AND OUTGOING MAIL, POUCHES, AND UNCLASSIFIED TELEGRAMS. THAT NEW POSITION IS ALSO NEEDED TO HANDLE THE POST'S INCREASINGLY DEMANDING DRIVING UNCLASSIFIED

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CHORES IN PAYING BILLS, DELIVERING MAIL, DELIVERING POUCHES TO THE POST OFFICE AND, MOST IMPORTANT OF ALL, ENCOMPASSING A PERSON WITH SPECIAL CHAUFFERING SKILLS FOR REPRESENTATIONAL DRIVING ASSIGNMENTS FOR THE CONSUL GENERAL, THE AMBASSADOR AND OTHER OFFICIAL VISITORS TO TORONTO.

6. FUTURE PLANS. THE FOREGOING REPRESENTS IMMEDIATE PLANS AND ASPIRATIONS. THE NEXT SUBMISSION FROM CONGEN WILL BE TELEGRAPHIC COST ESTIMATES FOR THE PHYSICAL REORGANIZATION THAT WE HOPE TO PROVIDE THE EMBASSY WITHIN THE NEXT FEW DAYS. AFTER THAT WE HOPE FOR AN URGENT EMBASSY RESPONSE AND BASED UPON THAT RESPONSE WE WILL DETERMINE TARGET DATES FOR THE VARIOUS PHASES OF THE REORGANIZATION AND WILL MAKE MONTHLY PROGRESS REPORTS. DURING EARLY SEPTEMBER WE WILL FOCUS MORE ON NON CONSULAR PLANS AND REPORT THOSE PLANS UNDER HEADINGS SUCH AS ECON, COMMERCIAL,

POLITICAL, USIS, ADMINISTRATIVE AND SO ON BUT NOT ESPECIALLY IN  
THAT ORDER.  
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## Message Attributes

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**Capture Date:** 01 JAN 1994  
**Channel Indicators:** n/a  
**Current Classification:** UNCLASSIFIED  
**Concepts:** n/a  
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**Copy:** SINGLE  
**Draft Date:** 11 AUG 1976  
**Decaption Date:** 01 JAN 1960  
**Decaption Note:**  
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**Disposition Approved on Date:**  
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**Disposition Comment:**  
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**Review Action:** RELEASED, APPROVED  
**Review Authority:** blochd0  
**Review Comment:** n/a  
**Review Content Flags:**  
**Review Date:** 19 MAR 2001  
**Review Event:**  
**Review Exemptions:** n/a  
**Review History:** RELEASED <19-Mar-2001 by hughespi>; APPROVED <21 JAN 2005 by blochd0>  
**Review Markings:**

Margaret P. Grafeld  
Declassified/Released  
US Department of State  
EO Systematic Review  
04 MAY 2006

**Review Media Identifier:**  
**Review Referrals:** n/a  
**Review Release Date:** n/a  
**Review Release Event:** n/a  
**Review Transfer Date:**  
**Review Withdrawn Fields:** n/a  
**Secure:** OPEN  
**Status:** NATIVE  
**Subject:** REORGANIZATION OF THE TORONTO CONSULATE GENERAL, A STATUS REPORT TORONTO 1196 TRANSMITTED EMBASSY OTTAWA AUGUST 10  
**TAGS:** AFSP, ASEC, CVIS, OGEN  
**To:** STATE  
VANCOUVER  
**Type:** TE  
**Markings:** Margaret P. Grafeld Declassified/Released US Department of State EO Systematic Review 04 MAY 2006